



WTW Process

The following steps outline the Weather Tightness Warranty (WTW) process a project is required to follow. Contact names, numbers, and email addresses of the CAM Technical & Warranty Services department are listed below.

CAM Technical & Warranty Services – Toll Free Phone: (833) 714-1198

- Mark Marshall**, Project Review Manager, (443) 864-6307, mark.marshall@carlisleccm.com
- Doug Galloway**, Drafting/Engr. Manager West, (903) 752-6045, doug.galloway@carlisleccm.com
- Brendan Bell**, Drafting/Engr. Manager East, (888) 321-9630, brendan.bell@carlisleccm.com
- Frank Oswald**, Field Services/WTW Manager, (502) 445-9664, frank.oswald@carlisleccm.com
- WTW Portal Assistance**, (833) 714-1198, cam.wtwportalsupport@carlisleccm.com

1. Complete project drawings and specifications are required to be sent to Project Review Manager (Mark Marshall) prior to bidding. Project Review will issue the “Assembly/Intent to Warrant Letter” prescribing the panel assembly and WTW offered. The email containing this letter will state the WTW, Shop Drawing, and Engineering fees associated with the project. Quick quote numbers may be given out by Sales Rep. on-the-fly per the “PAC-CLAD WTW Offering & Fee Chart”, but the project is still required to be sent to Project Review for the official WTW review.
2. Customer/Installer will complete and submit the “WTW Application” via the online Warranty Portal and initiate the required Shop Drawing/Engineering process by completing the “Shop Drawing Request Form”. The Customer/Installer may submit their own Shop Drawings/Engineering or have that service provided by Drafting & Engineering Services Manager (Doug Galloway/Brendan Bell).
3. It is recommended the required WTW Certified Installer approval process start as soon as possible. “WTW Installer Certification Request Form” must be sent to Field Services/WTW Manager for review.
4. The online submitted “WTW Application” will be reviewed and email notification sent after acceptance, as the Shop Drawing and Engineering process is completed.
5. Upon final Shop Drawing/Engineering approval by Customer/Installer, the project is assigned to a Field Services Representative (FSR) to coordinate the inspection process. FSR will contact Installer to coordinate first inspection, or start-up training if required.
6. Project installation inspections will then be performed and the Installer will receive a “WTW Inspection Report” within 5 business days of each inspection. All installation repairs will be addressed, and corrective measures verified by photos or additional FSR inspections.
7. FSR will notify Field Services/WTW Manager of project completion/acceptance. Auto notification will be sent to Carlisle Financial Services (CFS) to submit invoicing to Customer. Carlisle Warranty Services (CWS) will issue the signed warranty document after all WTW and material invoice payment received.
8. In the event of a claim of leak on a WTW roof, building Owner shall notify PAC-CLAD in writing within 30 days. A formal investigation of the leak claim will be completed by PAC-CLAD.